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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Richard HARPER, et al.

Serial No.: 09/929,143

Group Art Unit: 2114

DO NOT  
ENTER  
JAC  
2/17/05

Filing Date: August 15, 2001

Examiner: Joshua A. Lohn

For: METHOD AND SYSTEM FOR PROACTIVELY REDUCING THE OUTAGE TIME  
OF A COMPUTER SYSTEMHonorable Commissioner for Patents  
Alexandria, VA 22313-1450Box AF**AMENDMENT UNDER 37 C.F.R. § 1.116**

Sir:

In response to the Office Action dated December 14, 2004, please amend the above-  
identified application as follows:

**INTRODUCTORY COMMENTS**

Amendments to the Claims are reflected in the listing of claims which  
begins on page 2 of this paper.

Remarks begin on page 11 of this paper.